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"Unlimited Possibilities"

Kootenay Employment Services Society

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Business

1. Communication/Presentation

Business Etiquette for Dummies (2008) – Sue Fox
Creative Newsletters (1998) – Rita and Roberta Street
I Can See You Naked (1992) – Ron Hoff
Looking Good in Print (1998) – Roger C. Parker
Own the Room: Business Presentations that Persuade, Engage and Get Results (2009) – David Booth
Sales Letters That Sizzle (1999) – Herschell Gordon Lewis

2. Customer Service

Calming Upset Customers (1989) – Rebecca L. Morgan
Customer Service for Dummies (2006) – Karen Leland & Keith Bailey
Keeping Customers Happy (1988 & 1990) – Jacqueline Dunckel & Brian Taylor
Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling any Situation (2005) – Robert Bacal
Service that Sells: The Art of Profitable Hospitality (1994) – Jim Sullivan & Phil Roberts
You Can't Lose if the Customer Wins (1990) – Donald A. Nykiel

3. E-Commerce

Cyber Law: A Legal Arsenal for Online Business (2007) – Brett J. Trout (also listed in Legal)
Ebay 101: Selling on Ebay for Part or Full-time income, Beginner to Power Seller in 90 Days (2008) – Steve Weber
How to Buy, Sell Profit on eBay (2005) – Adam Ginsberg
Selling Online 2.0: Migrating from eBay to Amazon, craigslist and Your Own E-Commerce Website (2009) – Michael Miller

4. Finance

a. Bookkeeping

Accounting and Finance for Your Small Business (2001) – E. James Burton, Steven M. Bragg
Bookkeeping the Easy Way (1999) – Wallace W. Kravitz
Finance & Accounting for Nonfinancial Managers (1990) – William G. Droms
Keeping the Books (2001) – Linda Pinson

b. Financing

Canadian Small Business Owner's Guide to financial Independence, The (2006) – Barry McNulty
Finance & Grow Your New Business: Get a Grip on the Money (2008) – Angie Mohr
Raising Capital: Get the Money you need to Grow your Business (2005) – Andrew J. Sherman

c. Other

Make Sure its Deductible (2006) – Evelyn Jacks
Pricing Strategies for Small Business (2007) – Andrew Gregson

5. General

a. Trends

Pro-sumer Power (2000) – Bill Quain

Why Your World is About to Get a Whole Lot Smaller (2009) – Jeff Rubin

b. Facilities

Facilities Management (1992 & 1996) – David M. Stipanuk & Harold Roffmann

Negotiate Your Commercial Lease (1998) – Dale R. Willerton

Relocating Your Workplace (1994) – Wadman Daly

c. Franchising

Franchising in Canada (4th edition) (1982 & 1997) – Michael M. Coltman

So You Want To Buy Franchise (1998) – Douglas Gray / Norman Friend

d. Miscellaneous

Good Ethics, Good Business (1989) – Jacqueline Dunckel

Partners at Home and Work (1994) – Annette O'Shea-Roche & Sieglinde Malmberg

One-to-One B2B (2001) – Don Peppers & Martha Rogers, Ph.D.

e. Idea Generation

101 Small Business Ideas for Under \$5000 (2005) – Corey Sandler

200 Best Home Businesses: Easy to Start, Fun to Run, Highly Profitable (2005) – Katina Z. Jones

Best Home Businesses for People 50 Plus (2004) – Paul Edwards

Small Business Ideas: 400 Latest & Greatest Small Business Ideas (2008) – Terry Kyle

f. How to Start

Canadian Small Business Kit for Dummies (2006) – Margaret Kerr & JoAnn Kurtz

How to Start a Small Business in Canada (2004) – Tariq Nadeem

Incorporation & Business Guide for British Columbia: 20th Edition (2000) – Janice Mucalov

6. Human Resources

Keeping the Best & Other Thoughts on Building a Super Competitive Workforce (1991) – Martin Yate

Training Managers to Train (1988) – Brother Herman E. Zaccarelli

Motivating Today's Employees (2002) - Lin Gensing-Pophal

7. Import/Export

Import/Export: How to Take Your Business Across Borders (2008) – Carl A. Nelson

Start-up series: Import/Export Business (2007) – Entrepreneur Press ((also listed in Specific Business))

8. Legal

Canadian Legal Guide for Small Business (1999) – Nishan Swais

Cyber Law: A Legal Arsenal for Online Business (2007) – Brett J. Trout (also listed in E-Commerce)

How to License your Million Dollar Idea (2002) – Harvey Reese

Patents, Copyrights & Trademarks for Dummies (2008) – Henry J. A. Charrmason

9. Marketing

Art Marketing 101 (2007) – Constance Smith
Brochure Design (The Best Of) (2001) – Rockport Publishers
Guerrilla Marketing (2007) – Jay Conrad Levinson (2 copies)
Guerrilla Marketing Startup Guide (2008) – Jay & Jeannie Levinson's
Guerrilla Marketing Handbook (1994) – Jay Levinson & Seth Godin
Guerrilla Marketing in 30 days (2006) – Jay Conrad Levinson & Al Lautenslager
Guerrilla Marketing on the Internet (2008) – Jay Conrad
Layout: Working with Layout for Great Design (1998) – Joyce Rutter Kaye
New Rules of Marketing and PR (The): How to use Social Media, Blogs, News Releases, Online Video and Viral Marketing to Reach Buyers Directly (2010) – David Meerman Scott
Online Marketing Inside Out (The) (2009) – Brandon Eley
Pantone Guide to Communicating with Colour (2000) – Leatrice Eiseman
Power of Exhibit Marketing (The) (1990 & 1997) – Barry Siskind
Social Media Marketing: An Hour a Day (2008) – Susan Bratton
Ultimate Marketing Plan (The) (2006) – Dan Kennedy
YouTube for Business: Online Video Marketing for Any Business (2008) – Michael Miller

10. Sales

Cold Calling for Cowards (2007) – Jerry Hocutt
Cold Calling: The Idiot's Guide (2004) – Keith Rosen
Never Cold Call Again (2006) – Frank J. Rumbauskas
Sales Bible (The) New Ed: The Ultimate Sales Resource (2008) – Jeffry Gitomer
Why We Buy (2008) – Paco Underhill

11. Specific Businesses

How to Start a Home-based Senior Care Business (2010) – James L. Ferry
Renegade Writer (The): A Totally Unconventional Guide to Freelance Writing Success (2005) – Linda Formichelli
Start & Run Series

- Art Teaching Business (2007) – Tanya Freedman
- Bed & Breakfast (2005) – Carl Glassman & Ripley Hotch
- Bookkeeping Business (2006) – Angie Mohr
- Catering Business (2006) – George Erdosh
- Coffee Bar (2007) – Tom Matzen & Marybeth Harrison
- Commercial Art Gallery (2009) – Edward Winkleman
- Consulting Business (2008) – Douglas A. Gray
- Copywriting Business (2001 & 2005)– Steve Slaunwhite
- Craft Business (2005) – William G. Hynes
- Creative Services Business (2005) – Susan Kirkland
- Desktop Publishing Business (1997) – Barbara A. Fanson
- Event Planning Business (2005) – Cindy Lemaire & Mardi Foster-Walker
- Gift Basket Business (2005) – Mardi Foster-Walker

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- Graphic Design Business (2009) – Michael Huggins
 - Handyman Business (2005) – Sarah White and Kevin Pegg
 - Home-based Business (A Real) (2008) – Dan Furman
 - Home-based Food Business (2009) – Mimi Shotland Fix
 - Home Cleaning Business (1995 & 2002) – Susan Bewsey
 - Home Day Care (2003) – Catherine M. Pruissen
 - Internet Research Business (2008) – Gerhard Kautz
 - Landscaping Business (2005) – Joel LaRusic
 - Petsitting Business (2009) – Fiona MacKenzie
 - Restaurant Business (2005) – Brian Cooper, Gina McNeill & Brian Floody
 - Retail Business (2008) – James E. Dion & Ted Topping
 - Rural Computing Consulting Business (2006) – John D. Deans
 - Student-Run Business (1995) – David Schincariol
 - Tour Guiding Business (1996 & 2000) – Barbara Braidwood, Susan Boyce

Start Up Series

- Automobile Detailing Business (2008) – Entrepreneur Press
- Cleaning Service (2006) – Entrepreneur Press
- Coaching Business (2008) – Entrepreneur Press
- Day Spa (2007) – Entrepreneur Press
- Green Business (2007) – Entrepreneur Press
- Herb and Herbal Products Business (2003) – Entrepreneur Press
- Import/Export Business (2007) – Entrepreneur Press ((also listed in Import/Export)
- Kid-Focused Business (2008) – Entrepreneur Press
- Office & Administrative Support Service (2007) – Entrepreneur Press
- Personal Training Business (2007) – Entrepreneur Press
- Photography Business (2007) – Entrepreneur Press
- Wedding Consultant Business (2007) – Entrepreneur Press
- Wholesale Distribution Business (2006) – Entrepreneur Press

Start Your Own High Profit Thrift Store (2008) – Donald Ruehs

Job Search

1. Career Choice

- Do What you Are: Discover the Perfect Career for You Through the Secrets of Personality Type (2007) - Paul D. Tieger
- Wishcraft: How to Get What you Really Want (2003) – Sher/Goltlieb
- What Color is Your Parachute? 2010: A Practical Manual for Job-hunters and Career-changers (2009) – Richard N. Bolles
- Making A Living While Making A Difference (1999) – Melissa Everett
- Radical Careering (2005) – Sally Hogshead

2. General

- Job Hunter's Word Finder (The) (1996) – James Bluemond
- Negotiate Your Job Offer (1998) – Mary B. Simon
- Cruise Ship Job in 14 Days: The Laser Strategy for Next Generation Applying (2004) – Bogdan Mihaylov
- Toxic Work: How to overcome stress, overload and burnout and revitalize your career (1996) – Barbara Bailey Reinhold

3. Job Search

- 101 Best.com Resumes (2001) – Jay Block & Michael Betrus
- Blue Collar Resumes (1999) – Steven Provenzano
- Cover Letter Almanac (2006) – Adams
- Damn Good Resume Guide (The): A Crash Course in Resume Writing (2004) – Yana Parker
- Don't Send A Resume (2001) – Jeffrey J. Fox
- Electronic Resumes & Online Networking (1999) – Rebecca Smith
- Get a Job in 30 Days or Less (1999) – Matthew and Nanette DeLuca
- Job Interview Almanac (1996) - Adams
- Last Minute Cover Letters (1998) – Brandon Toropov
- Last Minute Interview Tips (1996) – Brandon Toropov
- Last Minute Resumes (1997) – Brandon Toropov
- Network Your Way To Your Next Job ... Fast (1995) – Lowstuter & Robertson
- Resume Almanac (2005) – Adams
- Resume Catalogue (The): 200 Damn Good Examples (1996) – Yana Parker (2 copies)
- Resume Handbook (The) (1996) – Arthur Rosenberg & David Hizer
- Resume Makeover (The) (1995) – Jeffrey Allen
- Who says there are no Jobs out There? (1997) – Bob Weinstein

4. Specific Types of Workers

a. Older Workers

Age Advantage, The: Making the Most out of Your Midlife Career Transition (2000) – Jean Erickson Walker

The Older Worker Advantage: Making the Most of Our Aging Workforce (2006) – Gordon Shea & Adolf Haasen

b. Youth

Reality 101 – The Ultimate Guide to Life After College (2000) – Frances Katzanek

Rules for the Road: Surviving Your First Job out of School (1998) – Eve Luppert

c. People with Disabilities

I'd Rather be Working: A Step-by-Step Guide to Financial Self-Support for People with Chronic Illness (2002) – Gayle Backstrom

Job Search Handbook for People with Disabilities (2004) – Dr. Daniel J. Ryan

ADD in The Workplace: Choices, Changes and Challenges (1997) – Kathleen Nadeau

You Mean I'm not Lazy, Stupid or Crazy?!: The Classic Self-Help Book for Adults with Attention Deficit Disorder (2006) - Kate Kelly and Peggy Ramundo

Personal Development

1. Finance

Personal Finance for Canadians for Dummies (2007) – Eric Tyson
Personal Budgeting Kit (2005) – Sylvia S. Lim
Debt-free by 30 (2001) – Jason Anthony & Karl Cluck
Live Rich (1998) – Stephen M. Pollan

2. Other

Anger, (The Dance of) (2005) – Harriet Lerner
First Book (The) (1998) – Gordon Bell
Giving and Receiving Criticism (1990) – Patti Hathaway
Goal Setting: How to Create an Action Plan & Achieve Your Goals (2008) – Michael S. Dobson & Susan B. Wilson
Managing Transitions: Making the Most of Change (2009) – William and Susan Bridges
Messages: The Communication Skills Book (2009) – Matthew McKay and Martha Davis
Smart Choices: A Practical Guide (2002) – John S. Hammond, Ralph Keeney & Howard Raiffa
Thinking Big: Becoming a Genius in no Time Flat (1998) – Ernie J. Zelinski
Time Trap (The): The Classic Book on Time Management (2009) – Alec Mackenzie & Pat Nickerson
When Organizing Isn't Enough (2008) – Julie Morgenstern
Write It Down, Make It Happen (2000) – Henriette Anne Klauser

Computer

Excel 2007, Teach Yourself Visually (2009) – Nancy C. Muir

Internet Simplified (2007) – Paul McFedries

Office 2007, Teach Yourself Visually (2009) – Sherry Willard Kinkoph

Word 2007, Teach Yourself Visually (2009) – Elaine Marmel

Windows 7, Teach Yourself Visually (2009) – Paul McFedries